GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2934
ANSWERED ON:03.08.2016
Inconvenience due to New Ticketing Rules
Premachandran Shri N.K.

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is aware of the fact that the revised rules for reservation and cancellation of train tickets have caused much difficulties and if so, the action taken by the Government to resolve this issue;
(b) whether the Government proposes to discourage refund of unused tickets due to the non-confirmation of seats and if not, the reasons for limiting the time for refund of unused tickets;
(c) the details of revenue earned by the Railways due to reduction of the time limit for refund of unused tickets after implementation of revised rules;
(d) whether the Government has sought opinion of the Law Ministry for implementation of rules which lead to non-refund of amount paid for reservation of tickets and if so, the details thereof; and
(e) whether the Government proposes to amend the rules so as to protect the interests of unused railway tickets holders due to the non-confirmation of seats/berths and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) to (e): A Statement is laid on the Table of the House.
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STATEMENT REFERRED TO IN REPLY TO PARTS (a) To (e) OF UNSTARRED QUESTION No. 2934 BY SHRI N.K. PREMACHANDRAN TO BE ANSWERED IN LOK SABHA ON 03.08.2016 REGARDING INCONVENIENCE DUE TO NEW TICKETING RULES

(a)&(b): There is no inconvenience to passengers if tickets are cancelled within the prescribed time limits as per Rule. The time limits for cancellation of tickets have been rationalised to check bogus claims, catalyse Mobile ticketing (PRS tickets) as well as paperless ticketing, discourage last minute cancellations resulting in seats/berths going vacant.
To facilitate the passengers having PRS counter tickets and wanting to cancel the same, it has been decided that subject to certain condition such passenger may cancel the ticket through IRCTC website or through 139 within the prescribed time limit as per Refund Rule and permissible refund amount may be collected across the reservation counter as under:-
(i). For tickets cancelled before 24 hours of the scheduled train departure: Refund of fare as permissible can be collected on submission of original PRS counter tickets from any PRS counter of the Indian Railways upto 4 hours before the scheduled departure of the train in case of confirmed tickets and upto thirty minutes before the scheduled departure of the train in case of RAC/Waitlisted tickets.
(ii). For tickets cancelled between 24 hours and upto 4 hours for the confirmed tickets and upto thirty minutes before the scheduled departure time: Refund of fare as permissible can be collected only at the journey commencing station or nearby satellite locations on surrendering of original PRS counter tickets defined by Zonal Railways (i) during first two hours of the opening of PRS counters on the next day for tickets for the trains whose scheduled departure time is between 1801 hours and 0600 hours (ii) upto 4 hours after the scheduled departure of the train during the working hours of PRS counter/current counters/special counters where cancellation is permitted round the clock on the tickets for the trains whose scheduled departure time is between 0601 hours and 1800 hours.
Also, PRS counter tickets are cancelled at relatively smaller stations wherever PRS booking facility is available throughout the day and for granting refunds beyond the working hours of PRS counters/current counters.
(c): The passengers who want to cancel the ticket can easily cancel the same within the revised prescribed time limit as per Refund Rule and permissible refund may be collected. Therefore, in view of this due to change in the time limit for cancellation of ticket no earning is involved.
(d): Yes, Madam. Railway Passengers (Cancellation of tickets and refund of fare) Rules, 2015 duly vetted by Ministry of Law have been notified through gazette notifications no. G.S.R.836 (E) dated 04.11.2015.
(e): At present, there is no such proposal.
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